



Minutes of ASK PPG Meeting Held Feb 21 at Whitegate Medical Centre, Room 1 Commencing at 6 p.m.

Present: RWh/RWn/AA/JB/JCB/GQ/SS

Apologies for Absence: MW/DC/J Mosley

D Mace has advised he had hoped to take part in PPG activities but is moving to Ireland.

Election of Officers: A Allen returned as chair; J Butler returned as vice chair; G Quick returned as secretary (all unopposed).

Chairs Remarks: AA remarked on the success of the group. This is due in no small part to how well we all get on with each other. AA also wanted it noted, and everyone agreed, that a big thanks be recorded to the practice for being as switched on as we are (especially JB and MW), and also for the night out.

Minutes of previous meeting: amended to reflect Defibrillator was in fact for Kentmere drive, is in place and working well. The question of the sign in Adelaide Street was referred to. This is the sign which tells patients that if they have difficulty getting to the rooms on the first floor for their appointments they should see mention it to reception so something can be done. The sign is currently on a treatment room door on the first floor. SS said she would make sure the sign was moved downstairs.

Patient survey: Deferred due to Mike's absence.

Way Forward in 2012: It was thought we would benefit from hearing the practice's thoughts on the new health bill before determining our main thrust for 2012. Accordingly it was decided to invite one of the senior doctors to our next meeting to give the practice's views. JB to liaise with MW to liaise with Dr Augustine to enable this. It was also proposed JCB provide a 5 minute presentation, from his role as a governor with the hospital.

Communications: GQ advised he had put this forward because he was aware, and had been made aware of an ongoing problem in communications between doctors and patients (different accents, English not always the first language and what one person means by something is not always what someone else means), certainly not restricted or unique to the practice. A brief discussion took place, as it was realised by all it was not a problem that would be resolved easily or quickly. It was decided that this was a subject that could be a topic for future newsletters and that one thing that could be encouraged was for patients to take a list in with them when seeing the doctor and to hopefully get answers to the questions on the list.

Newsletter Update: MW had sent by e-mail an update – he was looking to have this mocked-up by the end of this week for approval by everyone. Once approved, they will be printed and published within 5-7 days.

AOB: The sexual health clinic the practice has opened (Remedies, an anagram of Mereside), which is geared to providing a service for Mereside, which is seen as in need of such a clinic, is not being as utilized as much as is hoped. The meeting was advised that St Georges will not permit the practice on to the school to promote the clinic, which is available to all, but its nurses will mention it if asked. JCB advised he had a possible contact from Blackpool youth Council, as part of his role as a governor on the local Hospital board.

One idea was to delay the newsletter so leaflets promoting the clinic could be included in distribution to Mereside residents.

RWn suggested a small group with a task and finish role to sit down and discuss ways of promoting of the clinic. This was agreed and JB took on board the responsibility of liaising with Debbie, who runs the clinic, and setting the group up and advising people of dates.

Anyone interested in taking part in the sub-group to contact JB, or let GQ know as secretary so he can inform Jo of interest.

Dates of Future Meeting: It was decided meetings every 8 weeks were about right and that any special meetings (Newsletter sub-group from last year, Remedies group from tonight's meeting as good examples) could be formed on an as and when basis. Meetings of PPG for coming year – April 17, June 12, August 7, October 2, November 27.